

presents
Accessibility Software Tools
and 508 Compliance

April 24, 2013



# Center of Excellence (COE) Concept

Each Center of Excellence represents a focused, Agency-wide leadership responsibility in a specific area of technology or knowledge. Centers of Excellence are chartered with a clear definition of their capabilities and boundaries. They are charged to be preeminent within the Agency, if not worldwide, with respect to the human resources, facilities, and other critical capabilities associated with the particular area of excellence

Office of the Chief Technologist; NASA



# Elements of an Accessibility COE

- Technology
- Manual Testing
- Governance
- Education
- Incident Triage
- Sustainment



# Technology in our Ally COE

### Don Evans, Deque Senior Accessibility Architect

- WorldSpace Sync
  - Enterprise Testing and Reporting
- FireEyes
  - Site Content Remediation

### Ian Kelly, Deque Senior Software Developer

- Amaze
  - Incident Triage



### What is Amaze?

- A solution for fixing accessibility issues
  - Without amending the source code of the application
  - Secure framework for delivering and running
     Javascript code which fixes issues on the page
  - The delivered code is called an overlay

# The Technology We Use To Create a Center of Excellence

- WorldSpace Sync
  - Enterprise Site Testing and Reporting
- FireEyes
  - Page Content Testing and Remediation for Developers
- Amaze (lan Kelly)
  - Secure Overlay Technology that can be used to make non-accessible web sites accessible.



### How Are We Using this in the Dot Gov Space?

Step 1: WorldSpace Sync scans the web site.

Step 2: Developers are given access to the issues via FireEyes.

Step 3: Developers download issues and fix them using FireEyes.

Step 4: WorldSpace rescans to confirm the issues are fixed.

Step 5: When WorldSpace reports 100% complete, the site is turned over to the manual testers in the agency for final testing and approval.



### What have been some key benefits?

- Reduced cycle time applications are being fixed faster with less back and forth between testers and developers
- Increased flexibility multiple methods of validation at the "source"
- Improved quality accessibility defects are being identified with a shared understanding inside and outside the agency with shared tools
- Reduced cost manual testing, which is more labor intensive (costly) only needed if automated testing passes (low lying fruit)
- Established Metrics for Governance regular assessment timeline and metrics reporting possible at a large scale allowing easy internal and external communication on progress, risks and challenges
- Continuous monitoring to ensure that no inaccessible content goes to production

# deque



### **WorldSpace Sync**

WorldSpace Sync provides an enterprise-level suite of tools that supports digital accessibility for every member of the development team, in every phase of the software development lifecycle



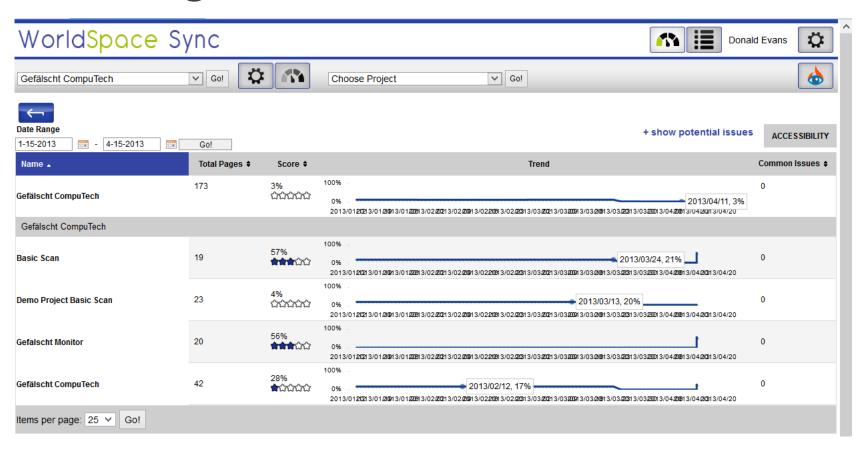
# Specific Accessibility Standards

**Project Analysis Settings** 

- Accessibility
  - Web Content Accessibility Guidelines 1.0 or 2.0
    - → WCAG 2.0 Level A
    - WCAG 2.0 Level AA
    - WCAG 1.0 Priority 1
    - WCAG 1.0 Priorities 1 and 2
    - WCAG 1.0 Priorities 1, 2 and 3
  - Section 508
    - Paragraph A Equivalent alternatives for non-text elements
    - Paragraph B Synchronized and equivalent alternatives for multimedia
    - Paragraph C Information conveyed with color alone
    - Paragraph D Document readable without Style sheets
    - Paragraph E Redundant text links for server side image map
    - Paragraph F Convert server side image maps to client side image maps
    - Paragraph G Row and column headers for data tables
    - Paragraph H Associate data and header cells for multi-dimensional data tables
    - Paragraph I Title frames/iframes to facilitate frame identification and navigation
    - Paragraph J Screen Flicker in range of 2 55 Hz
    - Paragraph L Functional test for Scripting
    - Paragraph M Plug-in/Applet Required
    - 📳 Paragraph N Electronic Forms
    - Paragraph O Repetitive navigation links
    - Paragraph P Timed Response



# **Organization Dashboard**





### **Project Report - Issues**

#### **Automated issues**

+ Grouping	Standard	Priority	Description	†Issues	‡Pages	% of Pages
Alternative text				164	<u>28</u>	
Alternative text	Paragraph A - Equivalent alternatives for non- text elements	Serious	Image is missing a text equivalent.	<u>12</u>	4	
Alternative text	Paragraph A - Equivalent alternatives for non- text elements	Serious	Invalid (empty) link text.	<u>13</u>	<u>4</u>	
Alternative text	Paragraph A - Equivalent alternatives for non- text elements	Serious	Alt attribute is empty (alt=""); an image of this size needs a non-empty alt.	1	1	
Alternative text	Success Criterion 1.1.1 Non-text Content	Critical	Missing text equivalent for button.	<u>3</u>	2	
Alternative text	Success Criterion 1.1.1 Non-text Content	Serious	Active images (images inside anchor tags) must have a non- empty alt attribute	<u>28</u>	<u>10</u>	
Alternative text	Success Criterion 1.1.1 Non-text Content	Serious	Ensure that informational images (larger than your specified threshold) have a meaningful alt value.	<u>32</u>	<u>13</u>	
Alternative text	Success Criterion 1.1.1 Non-text Content	Serious	Images must have an alt attribute	<u>50</u>	<u>13</u>	
Alternative text	Success Criterion 4.1.2 Name, Role, Value	Critical	Buttons or elements that act as buttons MUST have a visible name or text alternative for image	2	1	
Alternative text	Success Criterion 4.1.2 Name, Role, Value	Critical	HTML links or elements that act as links MUST have a visible name or text alternative for image as well as an HREF	<u>23</u>	9	
Color				9	<u>2</u>	
Color	Success Criterion 1.4.3 Contrast (Minimum)	Critical	Poor visibility between text and background colors.	7	1	
Color	Success Criterion 1.4.1 Use of Color	Minor	When CSS is disabled, there is poor visibility between text and background colors.	2	1	
Forms				<u>21</u>	<u>18</u>	
Forms	Success Criterion 1.3.1 Info and Relationships	Critical	Text entry field does not have an explicit label or a title attribute.	<u>20</u>	<u>18</u>	
Forms	Success Criterion 1.3.1 Info and Relationships	Critical	Textarea does not have an explicit label or a title attribute.	1	1	

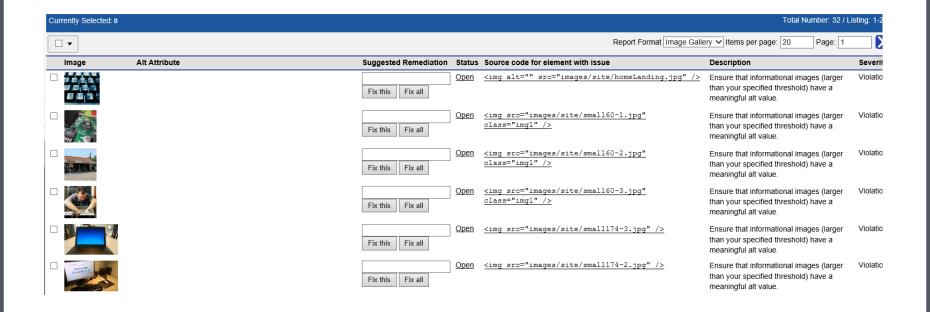


# **Drilling Down into Issues**

irrently Selected: 19							Total N	umber: 19 / Listi
Action Assign to	Apply					Report Format Default	✓ Items per page: 20	Page: 1
Soi Label(s) Delete	ent with issue	Assigned To	Label	Status	Description		Severity	Tag Type
<pre>Set status Set severity</pre>	small174-3.jpg" />	melanie.philipp@deque.com	,05-08-2012	<u>Open</u>	Image is missing a text equivalent.		Violation	IMG
Export to CSV Export to Excel	small174-2.jpg" />	melanie.philipp@deque.com	,05-08-2012	<u>Open</u>	Image is missing a text equivalent.		Violation	IMG
<pre><img src="images/site&lt;/pre&gt;&lt;/td&gt;&lt;td&gt;/small174-1.jpg"/></pre>	melanie.philipp@deque.com	,05-08-2012	<u>Open</u>	Image is missing a text equivalent.		Violation	IMG	
<pre><img img<="" pre="" src="images/site class=" width="125"/></pre>	height="125" /desktop125x125.jpg"	melanie.philipp@deque.com	,05-08-2012	<u>Open</u>	Image is missing a text equivalent.		Violation	IMG
<pre><img imgl"="" src="images class="/></pre>	/site/small60-1.jpg"	melanie.philipp@deque.com	,05-08-2012	<u>Open</u>	Image is missing a text equivalent.		Violation	IMG
<pre><img class="list src=" images="" pre="" site<=""/></pre>	ingImg" /desktop250-1.jpg"/>	melanie.philipp@deque.com	,05-08-2012	<u>Open</u>	Image is missing a text equivalent.		Violation	IMG
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<pre><img class="list src=" images="" pre="" site<=""/></pre>	ingImg" /desktop250-2.jpg"/>	melanie.philipp@deque.com	,05-08-2012	<u>Open</u>	Image is missing a text equivalent.		Violation	IMG
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# Using the Image Gallery





### Continue to Drill down

http://webtestingoourse.dequecloud.com/cart.php	Practice:	e: Accessibility							
Element XPath:	Page:								
Date Severity Code Standard: WCAG 2 Level: Level A Category: Success Criteria 1.1.1 Standard: Section 508 Level: Para-A Category: N/A  Description of Issue Tag Type Status: Open  Assigned to: melanie philipp@deque.com   Label(s) (separate multiple labels with a comman"):  Suggested remediation:  Date (Violation  WCAG 2 Level: Level A Category: Success Criteria 1.1.1  Hands I bevel: Para-A Category: N/A  Substance: Open  MCB- Status: Open  MCB- St		View Page Details							
Severity Code  Standard: Standard: WCAG 2 Level: Level A Category: Success Criteria 1.1.1  Standard: Standard: Standard: Para-A Category: N/A  Description of Issue Tag Type Status:  Assigned to:  Label(s) (separate multiple labels with a comman","): Comments:  Suggested remediation:  Suggested remediation:  Update Delete	Element XPath:	/html/body/div/div[4]/table/tbody/tr[2]/td/table/tbody/tr/td/img							
Standard: WCAG 2 Level: Level A Category: Success Criteria 1.1.1  Standard: WCAG 2 Level: Para-A Category: NIA  Description of Issue  Tag Type Status: Open    V	Date	Fri Mar 9 12:39:55 EST 2012							
Standard: Section 508 Level: Para-A Category: N/A Image is missing a text equivalent.    Assigned to:   Description of Issue   Assigned to:   Defen   Mark	Severity Code	Violation							
Description of Issue Tag Type Status: Assigned to: Label(s) (separate multiple labels with a comman ","): Comments:  Suggested remediation:  Suggested remediation:    malanie philipp@deque.com ▼     05-08-2012     mull	Standard:	<b>3</b> ,							
Status: Open V  Assigned to: melanie philipp@deque.com V  Label(s) (separate multiple labels with a comma","): O5-08-2012  Comments: alt="laptop"  Buggested remediation: alt="laptop"  Update Delete	Description of leave	3 ,							
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Assigned to: melanie.philipp@deque.com  Label(s) (separate multiple labels with a comma ","):  Comments:  Suggested remediation:  alt="laptop"  Update Delete									
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Suggested remediation:  alt="laptop  Update Delete	Label(s) (separate multiple labels with a comma ","):	,05-08-2012							
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Update Delete									
Update Delete									
	Suggested remediation:	alt="laptop							
		Undate Delete							
Source code for element with issue: <pre> <img src="images/site/small174-3.jpg"/></pre>		opuate Doleto							
	Source code for element with issue:	<pre><img src="images/site/small174-3.jpg"/></pre>							



### **Source Code & Remediation**

#### Source code for element with issue:

<img width="125" height="125" src="images/site/desktop125x125.jpg" class="imgr" />

http://webtestingcourse.dequecloud.com/images/site/desktop125x125.jpg

#### WCAG 2.0 Guideline 1.1 - Text Alternatives

All images (non-text content) must have a meaningful text alternative that serves the equivalent purpose of the image.

Text is considered accessible to almost all users since it is handled by screen readers, non-visual browsers, and braille readers.

The content of the alt text will vary based on the purpose of the image:

- Active images: For active images (images in inside anchor a tags), the alternative text should convey the purpose or function of the link. Do not include "link to" in the alt text since screen readers will announce that the image is a "link graphic" before announcing the alt text.
- Non-active images: If the image is not active, but conveys information, then the alternative text must convey the same information.
- Decorative images: If an image conveys no information, or is redundant, specify that with null alt text: alt="" (no space between the quotes)
- Images of text: If an image is an image of text, the alt text should be the same as the text in the image.

If a short description can not serve the same purpose and present the same information as the non-text content (e.g., a chart or complicated diagram), provide a long description using the longdesc attribute. See Example 3 below.

#### Applicable to:

· Success Criteria 1.1.1 - Non-Text Content.

#### Remediation

#### Example 1 - Alt text on an active image.

Alt text should describe the function of the link, not the image itself.

#### Incorrect

<a href="somepage.html"><img src="images\back button.jpg" border="none" alt="arrow" >>/a>



#### Correct

<a href="#"><img src="images\back\_button.jpg" border="none" alt="Go back a page"></a>



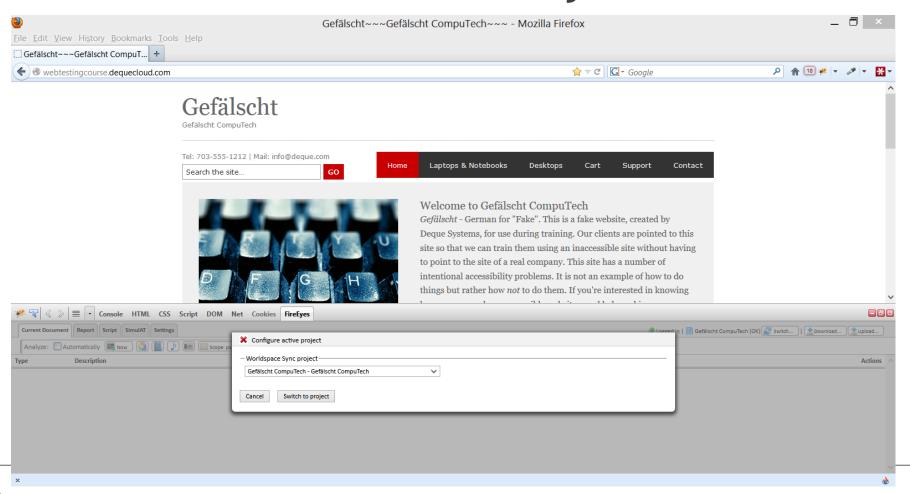


FireEyes is offered free of charge from the makers of WorldSpace Sync, the most powerful accessibility software suite available.

FireEyes is for individual, non-commercial use, and provides developers and QA testers the ability to check pages for accessibility issues, and provides help and support to solve the issues.

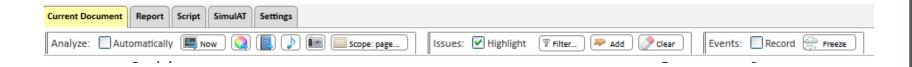


# **Switch to Project**



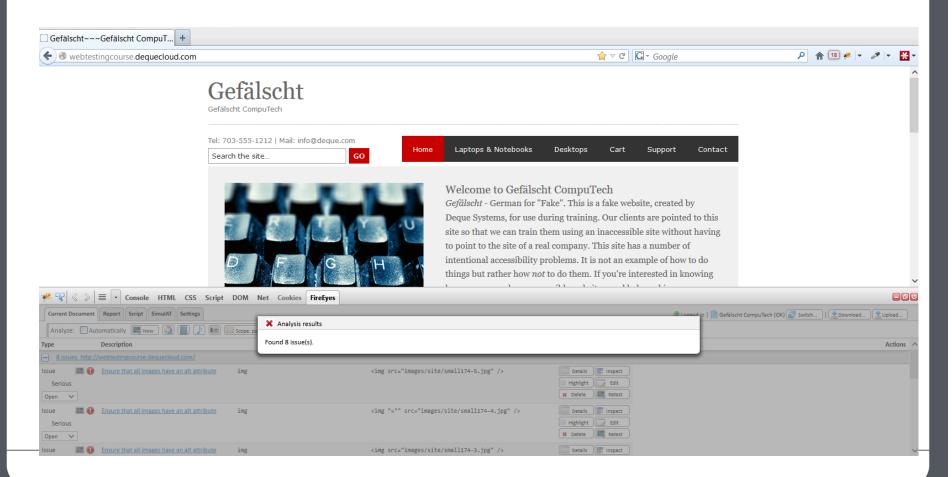


### **Current Document Tab**



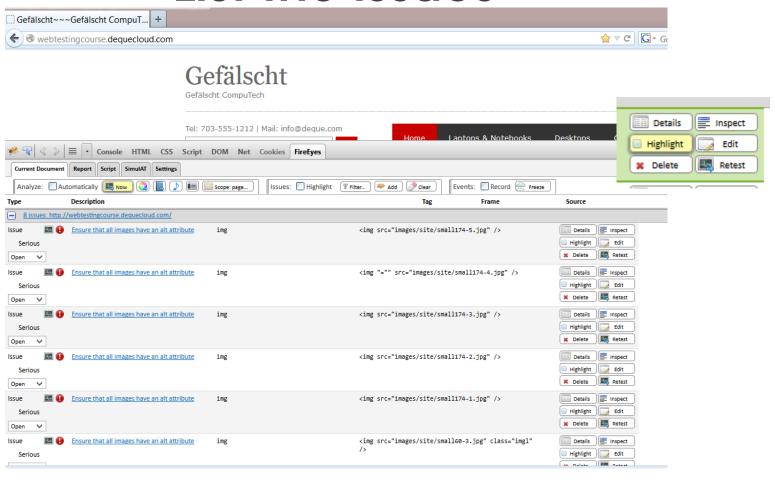


### **Press the Now Button**



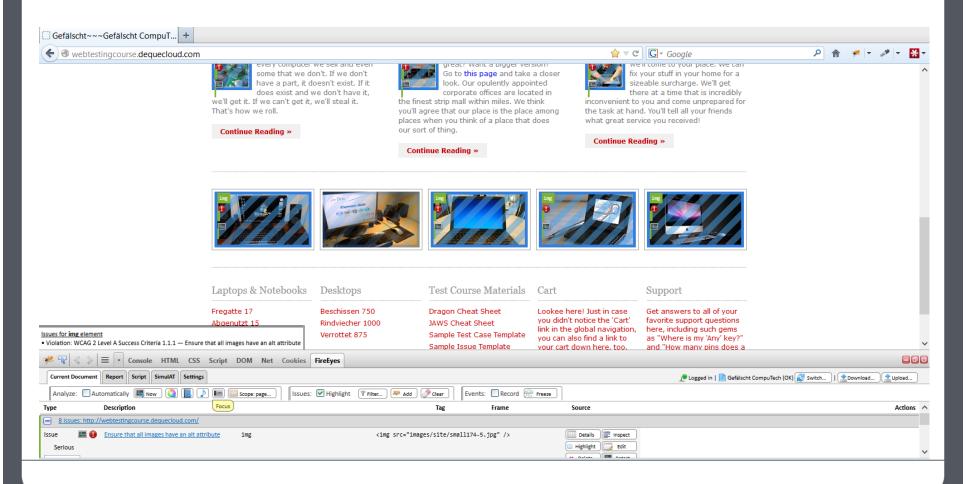


### List the issues



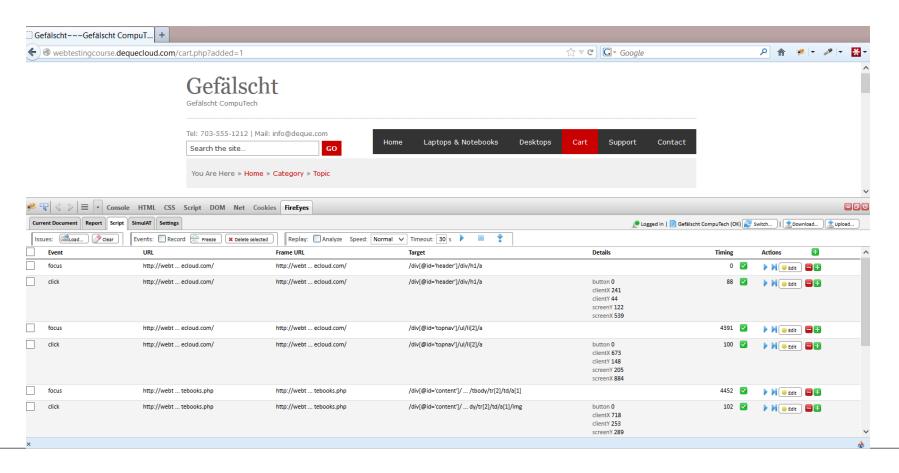


# **Highlight All**



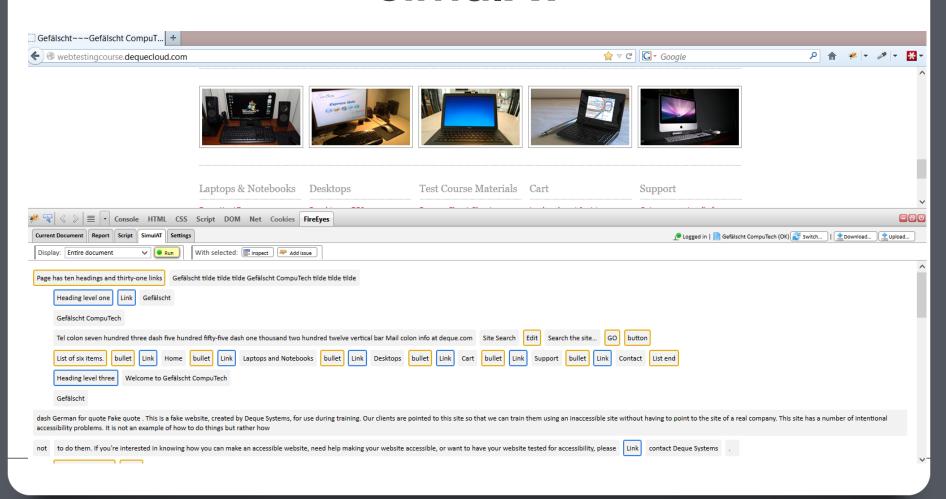


# **Record Scripts**



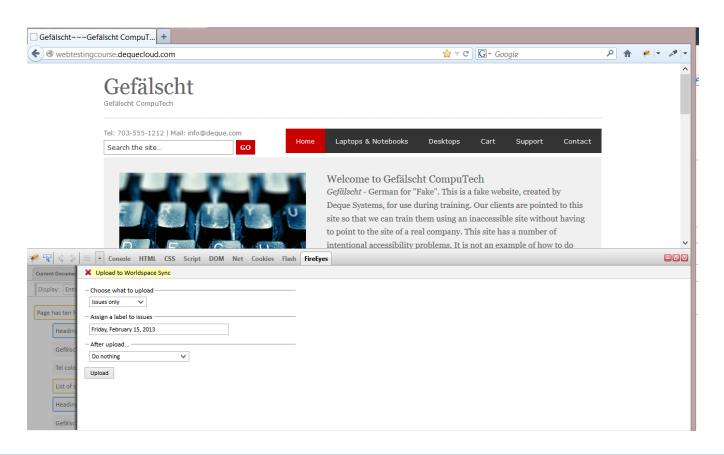


### **SimulAT**





### WorldSpace Sync and FireEyes work together





### Conclusion

As an Accessibility Specialist at Deque, we have a lot of tools.

- We can easily find accessibility issues on any page with FireEyes.
- We can manage large numbers of pages across a single site or compete domains with WorldSpace Sync.
- We can easily inform developers and contractors exactly where the issue is located and how to fix it.
- We can track progress over time.
- We can easily drill down from a 50,000 foot level to the individual issue that needs to be fixed.
- We can use Amaze to fix sites that cannot be fixed by developers or may be time sensitive.





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2. Application server processes request. Server built on any number of technologies





1. Request made for page by browser

3. Response most often comprises 3 server and browser agnostic technologies HTML, CSS & Javascript















Lastly: Page rendered in browser.

Application Web Server

2. Application server processes request as before

Amaze Server



1. Request made for page by browser

3. Page returned by web server

4. Request made to Amaze with 'referrer' page 5. Amaze Runtime and accessibility overlays returned

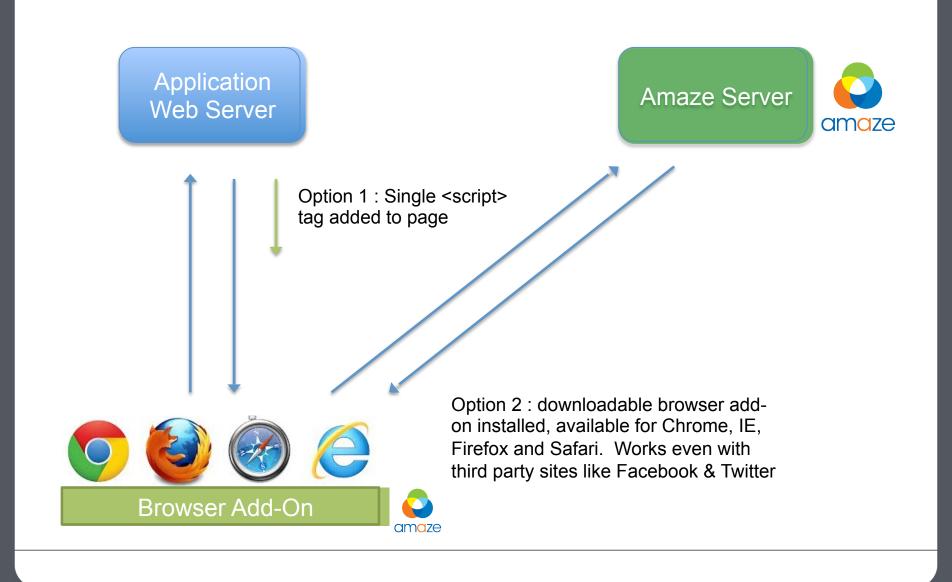








Lastly. Accessible page rendered in browser





### **Demonstration**

- Complaint handling scenario
- IT vendor, website not accessible
- Add an overlay to fix a problem with navigation and a contact-us form



### What can it do?

- Can resolve issues arising from bad html markup, CSS styling or Javascript code
- It can not make changes to other content, video, PDF etc
- It is independent of the server technology used, Amaze just corrects the delivered HTML & CSS
- It can work with no access to the web server
   (downloadable add-in required), or if you do have access
   to the server, a single <script> tag added to the page

# What does it comprise?

- The Amaze server
  - Chooses what Amaze overlays are required for each page
  - Minimizes 'payload' required to fix a page
  - Security features
  - High performance
  - Cloud solution
- Developer tools
  - In-browser tools to write overlays
  - Large library of standard accessibility fixes
- End-user browser add-ins
  - IE, Chrome, Firefox and Safari
  - Only required if you cannot add a <script> tag to the page



### Where would it be used?

- Remediate full websites
  - 3<sup>rd</sup> party vendor provides software
  - Developers to not have accessibility skills
  - Time constraints on development
- Complaint handling
  - Provide downloadable add-in
  - Spot fix individual issues quickly



# Security

- Amaze does not transmit or hold customer data
  - No database in Amaze, just a read-only copy of overlays
  - Just the 'referrer' information (the page), and the user-agent (browser type) passed to amaze for the server to choose overlays
  - No interaction with web server at all



# Security

- Amaze does deliver executable code to browser
  - Overlays have to be digitally signed by 2 or more approved people to be loaded on to the server
  - Prevents accidental or malicious introduction of overlays into the system
  - Monitoring system to compare Amaze code with 'gold standard'
  - Used in S&P 500 credit card serving environment



### Performance

- S&P 500 Credit Card Company
  - All customers use Amaze enabled pages
  - Over 8 million requests a day
- Deployment options
  - Secure cloud hosted environment
  - Host your own Amaze server

# Q & A

If you have any additional questions, please contact

Paul Davidson (paul.davidson@deque.com) or

Debbie DeMarzo (debbie.demarzo@deque.com).